

SERVICE BULLETINS

NO BULLETINS AS OF 10/3/11

Verify Part Numbers Are Current

<u>Version</u>	<u>Parts No</u>	<u>Short Description</u>
ALL	BN44-00417A	Power PCB Function & IR PCB
ALL	BN96-16269B	
ALL	BN94-03986V	Main PCB
ALL	BN07-00800A	Panel
ALL	BN81-04462A	T-CON PCB
ALL	BN61-06027A	Stand Guide Neck
ALL	BN96-13963R	Rear Cover
ALL	BN96-13509F	Front Cover
ALL	BN96-12799A	Stand Guide
ALL	BBN9612799C	Stand Base
ALL	BN40-00140B	Tuner
ALL	BN96-12837A	Speaker
ALL	BN96-15047D	LVDS Cable
ALL	3903-00467	Power Cord
ALL	BN59-01006A	Remote
ALL	BN63-01798B	Cleaning Cloth

HELP : 1-888-751-4086 or 1-866-894-0637 (fE)
GSPN

<http://gspn3.samsungcspportal.com>

PLUS ONE

<http://my.plus1solutions.net/clientPortals/samsung>

HOT TIPS

Power On Problems: (see **page 2**)

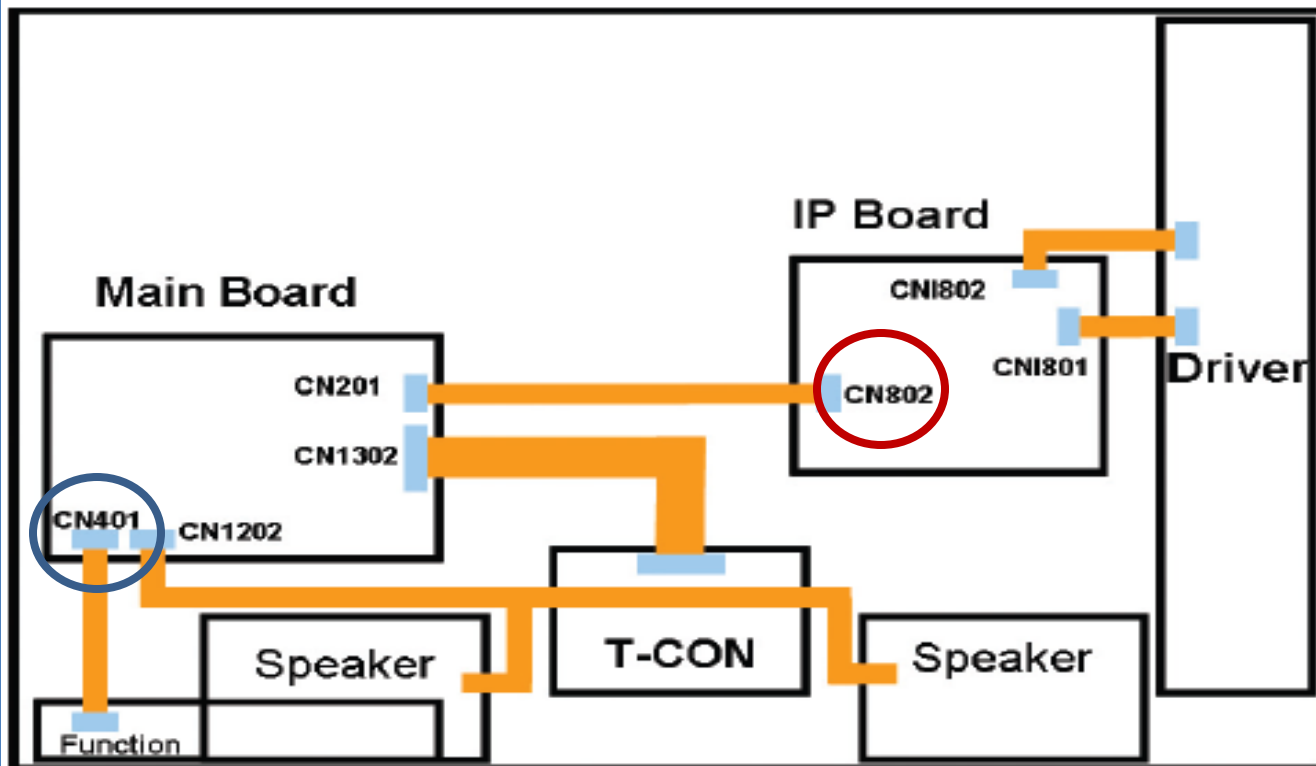
Video Problems: (see **pages 3,4**)

TIP: After replacing Main/Panel
picture is upside down.

Fix: Test Mode/Mirror Option/Toggle

FIRMWARE:

None at this time



CN802

FCN101(to Power board)

1	H-SYNC	16	B5V
2	Power On/ Off	17	GND
3	GND	18	GND
4	A5V	19	GND
5	GND	20	B13V
6	GND	21	B13V
7	B12V	22	B13V
8	B12V	23	I-PWM (ANA)
9	GND	24	SW_ INVETER
10	GND	25	GND
11	GND	26	E-PWM (PWM)
12	GND	27	NC
13	B5V	28	DET_5V
14	B5V	29	NC
15	B5V	30	NC

CN401

1	IR	6	Key1
2	GND	7	Key2
3	A3.3V	8	GND
4	LED	9	SDA
5	Buzzer	10	LED C

Power On Sequence (approximate Voltages)

1. **Standby Voltages:** CN802-4 (5V)
2. **Power On** CN802-2 (0 – 3V)
3. **Low Voltage Supplies On** CN802-13,14,15,20,21,22 (Volts Listed on CN802)
4. **Back Light On** CN802- (0-3V, delayed)
5. **Back Light Confirm** CNI802- (FB1 & FB2)
6. **Dimming Signal** CN802-26 (1V–4V approx)

To Force Backlight On without Main Board :

1. Remove Power Cord
2. Remove CN802
3. Plug Power Cord In.
4. Backlight should be on immediately.

TROUBLESHOOTING VIDEO PROBLEMS

1. Verify Video Operation

- Customer Picture Test** (models available)
- "Display"** (If display is OK source is suspected)
- Substitute with known good Source
(external DVD or Signal Generator)

2. Using Test Patterns in Service Mode

- ENTER SERVICE MODE -

- Select an active source signal. (HDMI preferred)
Test Pattern may rely on signal source to appear.

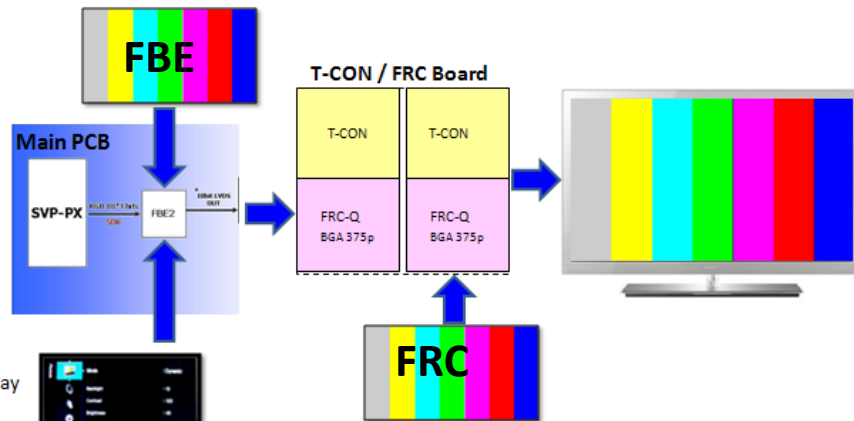
Customer Remote

- Power off
- Mute, 182, Power

Service Remote

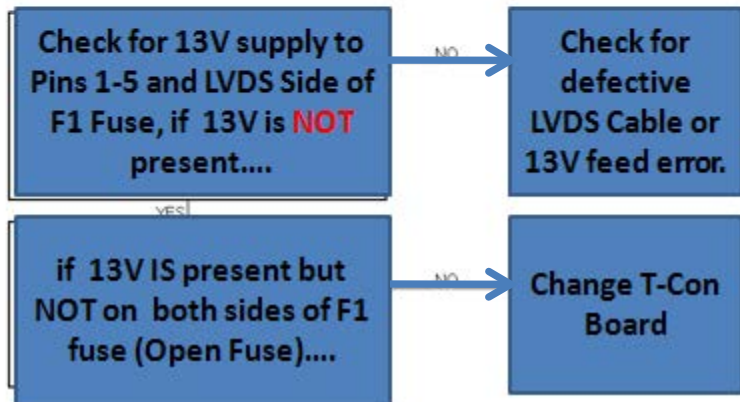
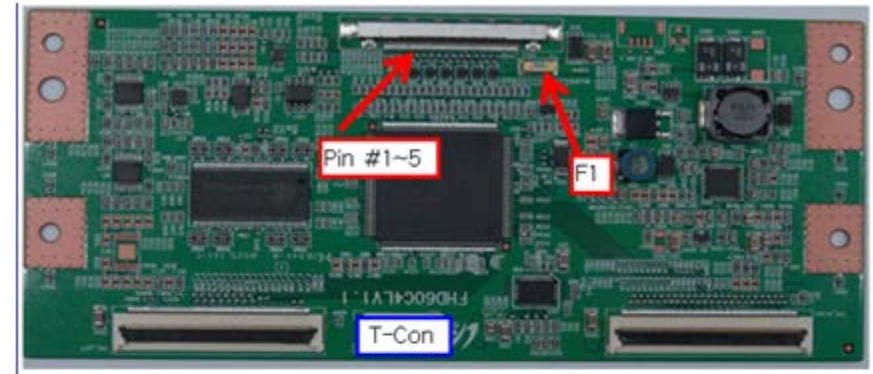
- Power On
- Info, Factory

2010 Models with FRC 120Hz/240Hz LCD Signal Path for Troubleshooting

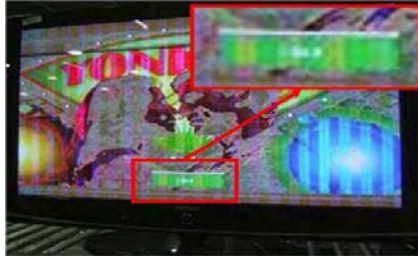


1. Check OSD & Customer Picture Test.
2. Access SVC Mode (with source signal)
3. Activate **FBE** Test Patterns & Verify.
4. Activate **FRC** Test Patterns & Verify.

T-Con Troubleshooting



ON SCREEN FAILURE EXAMPLES:



If Picture & Display errors
Defective Main Board, LVDS,
or T-CON



Green lines or a green screen
defective main board , LVDS , or
T-CON.

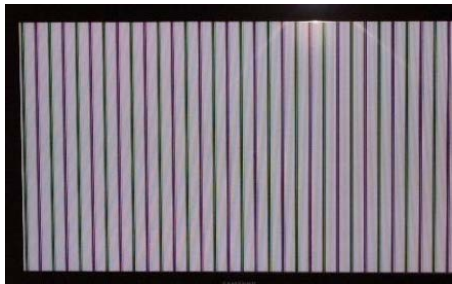


Original Image



Image on Screen

Pixelization can be caused by the main board
but is more commonly a source error



Vertical or Horizontal Lines :Defective
Panel likely but also T-CON, LVDS, or Main
Board. Use Test Patterns in Factory Service
Mode to determine error)

ALIGNMENTS:

1. Check/Set Option Bytes:

Using the Customer Remote

1. Turn the power off and set to stand-by mode
2. Press the remote buttons in this order; POWER OFF-MUTE-1-8-2-POWER ON to turn the set on.
3. The set turns on and enters service mode. This may take approximately 20 seconds.
4. Press the Power button to exit and store data in memory.
- If you fail to enter service mode, repeat steps 1 and 2 above.
5. Initial SERVICE MODE DISPLAY State

Project	PB5G	PB5G	PB5G
Model	B550	B550	B550
Model Code	PN6B550T2FXZA	PN6B550T2FXZA	PN6B550T2FXZA
No.	ITEMS		
1	Factory Reset	-	-
2	Type	50FSpl4	58FNRK1
3	Model	PB550	PB550
4	TUNER	ALPS	ALPS
5	Region	US	US
6	DDR	SAMSUNG	SAMSUNG
7	Light Effect	Off	Off
8	Inch	50"	55"
9	Exhibition Mode	Off	Off

Option Bytes

Factory Reset	
Type	50HSHB4
Model	PB550
TUNER	ALPS
Region	US
DDR	SAMSUNG
Light Effect	Off
Inch	50"
Exhibition Mode	Off

Model Code	Front Color					
		Type	Model	Tuner	Region	DDR
LN40C500F3FXZA	none	40A6Af1C	LC3500	Xugang	US	Etron

2. Check/Perform Firmware Upgrade for all repairs.

3. Perform reset in Service Mode & Plug and Play if Main board is replaced.

SPECIAL NOTES:

Inform customer of reset of all
Settings if Main Board or Panel is replaced.